

ENCHANTMENT RESORT
Employee of the Month Nominees - June 2010
Heart of the House

Maria Barrientos ~Housekeeping ~ Public Areas Attendant: Maria has done an outstanding job cleaning the common areas for banquets. She has been diligent and extremely thorough and we appreciate that greatly. **Molly Anderson**

Leonardo Sanchez-Barbosa ~ Housekeeping ~ Houseman: Leonardo started working with the housekeeping department in March and in a very short time he has proven to exceed expectations. He is a team player and manages to cover all houseman responsibilities by himself, when we are short staffed he is amazing and always has a great attitude. Everyone in the department respects him and appreciates what he does. Thank you Leonardo! **Jill Madzik**

Ralph Vance ~ PBX ~ Operator: Ralph is always extremely professional and efficient at the pbx and base position. He keeps things on track during his shift. He communicates very clearly regarding waiting guests, pick ups that are outstanding etc. He approaches his job with organized methodology. **Molly Anderson**

Elsa Lopez ~ Housekeeping ~ Team Leader: Elsa is extremely detail orientated and the rooms in her section that she inspects are close too 100%. She always follows through with work orders; comes to work with a smile and leaves with a smile; a team player, willing to help others when she has completed her section. Thank you Elsa you are a pleasure to work with!! **Jill Madzik**

Salvador Becerra ~ Engineering ~ Room Engineer: Sal is a pleasure to work with. Recently I have been relying on Sal to assist with fixing things in the new ballrooms, installing internet connections, checking on power, etc. He has a very positive attitude and is very eager to assist with whatever task needs to be taken care of. Thanks Sal for everything you do. **Jessica Caldwell**

Front of the House

Shaun Soqui ~ Guest Services ~ Night Auditor: There are night auditors and then there are great night auditors. Shaun is one of the great ones. Diligent, trustworthy, loyal, dependable, **DEPENDABLE, DEPENDABLE!!** We have recently asked him to train no less than three new auditors, a several week process at best for each one. One survived and is now our relief auditor. We have “moved his cheese” by switching out point of sale systems in the Restaurants, but he always finds his way to the end of the maze; rewrites the SOPs and retrain the other auditor. He willingly gave up his vacation in Las Vegas to come back and cover when we suddenly found ourselves without a night auditor. Did I say **DEPENDABLE!!** If the phone rings at 3:00 AM, and someone wants to make a reservation who does it? SHAUN! If a guest checks out at 5:30 AM and there is a problem with the bill, who solves it? SHAUN! If there was a problem with night audit, he calls Accounting in the morning to see if they have any further questions or if there was some better way for him to solve the issue. Shaun is a really outstanding employee who will celebrate his 9th anniversary with Enchantment this coming September. Shaun deserves a rousing round of applause and your vote for Employee of the Month. **Milton Crewse**

Shaun is a loyal and dependable employee. He never calls out – in fact he has cut his vacation short to come in and help out. He has trained numerous auditors in his 9 years of working at Enchantment. He has created and continues to tweak SOPs for his position and has been taking on the recent POS changes in stride. I truly appreciate your hard work Shaun and I am so glad to have you on my team! **Briana Gee**

Shaun is the TEAM PLAYER OF THE YEAR!! He has demonstrated commitment to this organization by representing the hotel's staff while we sleep in a manner we take it for granted. Shaun is very dependable and flexible and puts his work before his personal life many of times. Thank you Shaun! **David Federico**

Chris Daniel ~ Bellstaff ~ Bellman: Chris has been receiving a lot of nice comments from guests but most recently Chris brought to my attention a group planner that was just not happy. He had delivered keys to her room and in his upbeat manner he asked how everything was going with her stay. She commented not great. He took it a step further and asked if there was anything he could do to assist her and she said “no thank you, they just have not been very accommodating to me.” He immediately came to my office and voiced his concern and apologized that there was nothing she would let him do but that he thought I should give her a call. His intuitiveness and his follow through provided the resort the opportunity to turn around the guests stay. **Molly Anderson**

Barbara Hewson ~ Retail ~ Sales Associate: Barbara continues to be a grounding force in the Marketplace. She is always willing to assist in any way she can and her continuous efforts are very much appreciated! Barbara has an eye for detail and does her part to help ensure inventory accuracy and store organization. Recently, Barbara showed extreme flexibility with several last minute schedule changes. She did not hesitate to pick up a couple of extra shifts to assist when one of her co-workers called in sick. Barbara, thank you for ALL you do! **Amy McMurry**

Antonio Mendoza ~ Banquets ~ Server: Antonio is a great asset to the AM morning banquet crew. He is very proactive and goes above and beyond his day to day job duties. When the lead banquet captain was absent, Antonio took charge and catered to our group's pop up changes with ease and fluidity. Antonio is proactive with guest requests and is extremely reliable. **Jessica Caldwell**

Amanda King ~ Housekeeping ~ Night Services: Amanda was a life saver ~ night services was a life saver ~ on Saturday Night of Memorial Day Weekend. There was a large wedding that went until 2:00 am Guests were calling for rides and Night services were the only ones still available to provide rides for the last 3 hours of the event Amanda also assisted with delivering items to the bride's guest room that I needed to secure. Both Amanda and Brandon had the pleasure of dealing with some highly intoxicated guests. They did so in a compassionate and effective manner avoiding unnecessary confrontations. Early in the morning Saturday June 5th I had a doctor's wife that wanted her banquet breakfast delivered to her room. She called the front desk/pbx and the banquet kitchen looking for this. Once I received the message we packed up the breakfast and Amanda delivered it to the guest room. Amanda is always extremely pleasant with guests and staff ~ she responds quickly and to see a fresh smiling face during the middle of the night or early in the morning is very refreshing. Thanks Amanda! **Molly Anderson**

Christine Burks ~ Food & Beverage ~ Server: I had the opportunity to be over at the Enchantment Lobby outside on the terrace on Saturday. Christine came out and was making pleasant conversation with us and asked if we wanted something to drink, if there was anything she could do for us. She was so genuinely caring and nice. She did not know I was an employee of the resort so it was nice to see the care she has for our guests. Christine is a great representative for the resort and has great guest relation skills. Thank you Christine for taking such good care of our guests! **Tonyia Gosik**

Mii amo Spa Front of the House

Bill Amos ~Mii amo ~ Massage Therapist: Bill is so flexible with his schedule. He recently came in for a service that we needed to book because of guest relations. He came in on his day off for one treatment. Bill is very supportive as a team member not to mention that he totally wows our guests. Bill would make a wonderful employee of the month. Thank you so much Bill for all you do for us at Mii amo. **Tonyia Gosik**

Jeremiah Horstman ~ Mii amo ~ Spa Attendant: Jeremiah is the ultimate example of a team player. He offers to help by the pool when he knows it's a busy day and/or we are short staffed. When there was no bartender, Jeremiah came behind the bar, cut the fruit for water pitchers and served water to the pool guests. Jeremiah does things without being asked. He always tends to be one step ahead of you and completes his tasks in a timely manner. Thank you Jeremiah for everything you do at the spa! It is much appreciated! **Joy Schweitzer**

Geo Guevara ~ Mii amo Culinary ~ Cook: This kid has the ability to do it all. Since joining the line cook staff a few months ago, he has effectively coursed his way through every position in the kitchen at some point. His ability to develop new skills is lightning fast, and his eagerness to execute these skills and succeed is unbelievably refreshing. It is also unbelievably valuable. What a great asset for any manager to have. Thanks Geo, keep getting stronger! **Steve Sicinski**

Kyle Catherwood ~ Mii amo ~ Spa Attendant: Kyle works efficiently every day to maintain a spotless men's lounge. He consistently has a positive attitude even if the department is very busy or when we are low on linen. His co-workers feel that they can depend on him to leave the lounge in stocked, prime condition when he finishes his shift. Kyle's outgoing personality also contributes to the guest's experience while visiting Mii amo. Thank you for your hard work! **Kate Kramer**